

****INTERNAL DOCUMENT FOR LEADERSHIP BRIEFING****
Unified Health Infrastructure Project (UHIP):
Update on Challenges Identified and Actions Taken
Weeks of October 3 and 10, 2016

On Sept. 13, Rhode Island launched a new, integrated eligibility system to improve the way we deliver health and human services to individuals and families. This system:

- Is compliant with federal requirements.
- Replaced a three-decades-old legacy system through the conversion of about 400 million data fields.
- Combines almost 100 interfaces to serve benefits and health coverage to about 318,000 Rhode Islanders.
- Provides a single application to connect Rhode Islanders with almost 50 health and social services programs.

As with any new technology of this size and complexity, issues will emerge in the weeks and months following the launch. This is normal and we have teams in place to quickly identify, prioritize and address these issues. Our top priority is to ensure that our customers continue to receive their benefits in a timely fashion. This document is intended to provide a weekly summary of issues experienced by our customers and the actions we have taken to address them.

ONGOING CHALLENGES WE ARE WORKING TO RESOLVE

Challenge Identified	Actions Taken
<p>Multiple issues with EBT cards have been identified after the launch of the new system.</p>	<p>MONITORING The majority of EBT cards have been successfully processed.</p> <p>There were instances immediately following the launch where customers were unable to access these benefits. Those issues were promptly resolved.</p> <p>A separate issue related to the transmission of data between the State and the EBT card vendor caused EBT cards for some customers to display a zero balance. This issue is estimated to have affected less than 1 percent of SNAP recipients. A temporary fix is now in place at all DHS field offices to ensure that customers leave the office with a working card. A longer-term fix is underway.</p> <p>On the evening of October 14, we identified overpayments on some clients' EBT cards. At this point in time, we estimate these overpayments to be limited to 4 individuals totaling \$36,000. Deloitte has agreed to reimburse the state immediately for the error and is working to identify and fix the root cause of this issue.</p> <p>Additionally, the USDA Food and Nutrition Service adjusts SNAP maximum allotments, deductions and income eligibility standards at the beginning of each federal fiscal year, which takes effect Oct. 1. The changes are based on changes in the cost of living and may have impacted some clients' benefits. More information is available at: http://www.fns.usda.gov/snap/cost-living-adjustment-cola-information.</p>

	Our team will continue to work with clients who are experiencing changes in their benefits to determine why their individual circumstances may have changed.
Some HealthSource RI accounts were placed in maintenance mode, preventing some customers from making changes to their accounts through the customer portal. Other customers have encountered issues completing the application and enrollment process or reporting changes.	ONGOING To ensure the accuracy of some customers' eligibility calculations, some HSRI customer accounts continue in maintenance mode. This action has not disrupted their existing health care coverage. For customers who have encountered other issues, HealthSource RI has a process in place to escalate coverage for anyone with a medical emergency or an urgent medical need.
Incorrect termination dates were displayed in the new system for some Medicaid members.	ONGOING A temporary fix was initiated to ensure that no one is inappropriately terminated from coverage. A long-term fix is underway.
Customers have experienced issues getting through on the DHS phone lines.	ONGOING The state is adding more phone lines to expand capacity and expects to have additional lines in place the week of 10/17/16. The state is also taking action to more effectively handle incoming calls.
Customers have reported long wait times in the lobby of the DHS field offices.	ONGOING DHS is working to streamline lobby management and has people working overtime to more quickly process applications during off hours and focus more directly on customer service during normal business hours. DHS has is exploring the feasibility of offering extended hours at select office locations on a temporary basis. The number of people who need to visit offices in person should be reduced as clients become more aware of the system's new online functions.

CHALLENGES WE HAVE QUICKLY RESOLVED

Challenge Identified	Resolution
Some people reported a zero balance in their SNAP accounts or reduced allotments.	RESOLVED, BUT MONITORING The USDA Food and Nutrition Service adjusts SNAP maximum allotments, deductions and income eligibility standards at the beginning of each federal fiscal year, which takes effect Oct. 1. The changes are based on changes in the cost of living and may have impacted some clients' benefits. More information is available at: http://www.fns.usda.gov/snap/cost-living-adjustment-cola-information . Outside of this issue, less than 1 percent of SNAP recipients had a zero balance due to an error. Most of these cases were resolved promptly, and just a small number of cases remain outstanding. Our team will continue to work with clients who are experiencing changes in their benefits to determine why their individual circumstances may have changed.

<p>Some employees had difficulty logging in to the new system after it launched.</p>	<p>RESOLVED The new system has strict password requirements and other guidelines in place to ensure the security of the system. When the new system launched, employees had a limited amount of time to log in before their passwords expired. This was expected with the launch of the new technology and we provided assistance to help workers update their login information as needed. This issue was promptly resolved.</p>
<p>Some child care providers experienced a delay in receiving their payment during the new system's first payment cycle.</p>	<p>RESOLVED 98 percent of child care providers were paid on time. The state worked closely with its vendor and its financial partners to issue checks to the 18 (out of 743) providers that did not receive timely payment because of a processing error. There was no disruption in services and every enrolled child received care.</p> <p>Payment is in process for the 10/10/16 payroll generation and we are following up to verify receipt of those payments by providers.</p>
<p>Individuals experienced a delay in receiving first-of-the-month State Supplemental Social Security Income payments in October.</p>	<p>RESOLVED About 29,000 individuals (10 percent of customers served by the new system) experienced a delay in these payments due to a data entry error. These clients all received their federal SSI payments, which total more than \$700. The delay impacted only state supplemental payments – which total \$39.92 for an individual – that were due by direct deposit. These payments were made within a matter of days and the issue is resolved.</p>

The data provided here is accurate to the best of our ability at this time. We conduct quality control on an ongoing basis and will update this document on a weekly basis.